

# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Hospital Name	Address 1	Address 2
GEORGETOWN UNIVERSITY HOSPITAL	3800 RESERVOIR RD	
WASHINGTON HOSPITAL CENTER	110 IRVING ST NW	
MEDSTAR SAINT MARY'S HOSPITAL	25500 POINT LOOKOUT ROAD	
MEDSTAR MONTGOMERY MEDICAL CENTER	18101 PRINCE PHILIP DRIVE	
MEDSTAR HARBOR HOSPITAL	3001 S HANOVER STREET	
MEDSTAR UNION MEMORIAL HOSPITAL	201 EAST UNIVERSITY PARKWAY	
MEDSTAR GOOD SAMARITAN HOSPITAL	5601 LOCH RAVEN BLVD	
MEDSTAR FRANKLIN SQUARE MEDICAL CENTER	9000 FRANKLIN SQUARE DR	

# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Address 3	City	State	ZIP Code
	WASHINGTON	DC	20007
	WASHINGTON	DC	20010
	LEONARDTOWN	MD	20650
	OLNEY	MD	20832
	BALTIMORE	MD	21225
	BALTIMORE	MD	21218
	BALTIMORE	MD	21239
	BALTIMORE	MD	21237

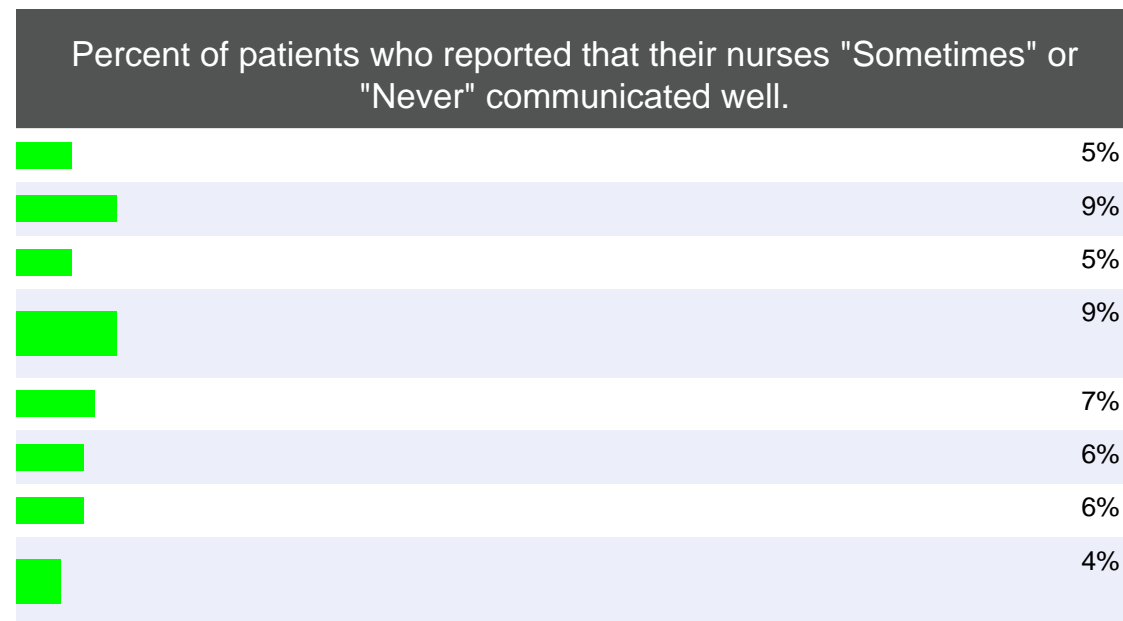
# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

County Name	Phone Number	Provider Number
DISTRICT OF COLUMBIA	2027843000	090004
DISTRICT OF COLUMBIA	2028777000	090011
SAINT MARYS	3014756001	210028
MONTGOMERY	3017748882	210018
BALTIMORE CITY	4103503201	210034
BALTIMORE CITY	4105542227	210024
BALTIMORE CITY	4434443902	210056
BALTIMORE	4437777850	210015

# MedStar Hospitals 10/18/2012

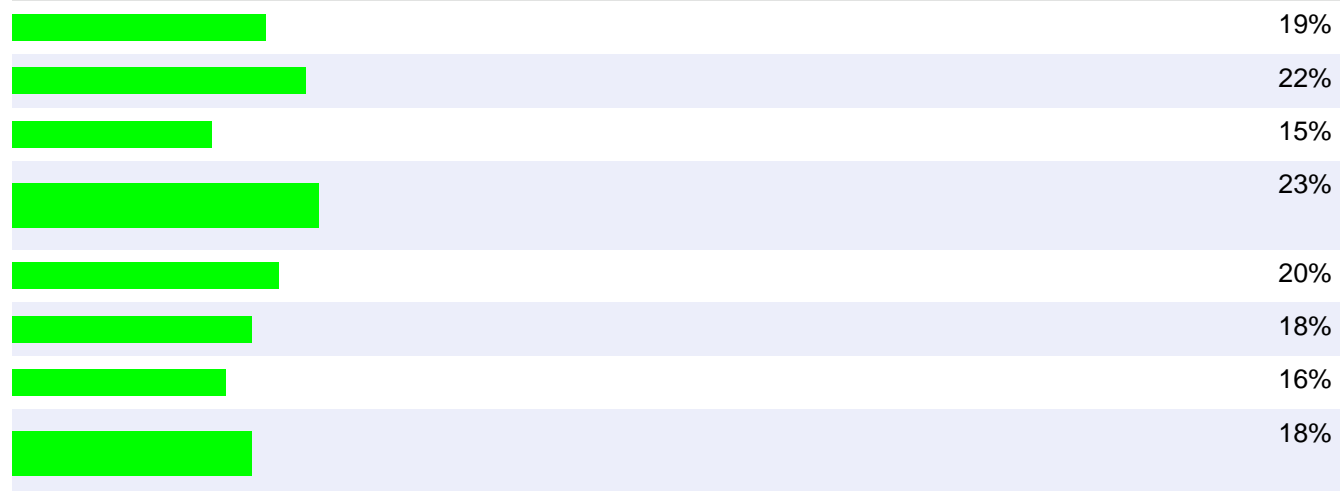
Based on Survey of Patients' Hospital Experiences (HCAHPS)



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

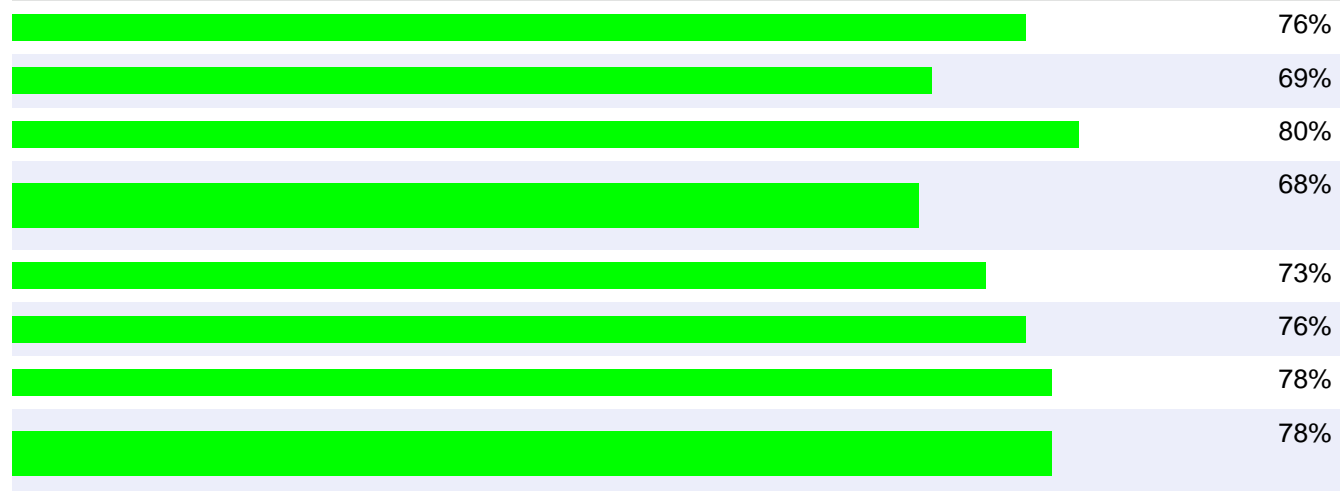
Percent of patients who reported that their nurses "Usually" communicated well.



# MedStar Hospitals 10/18/2012

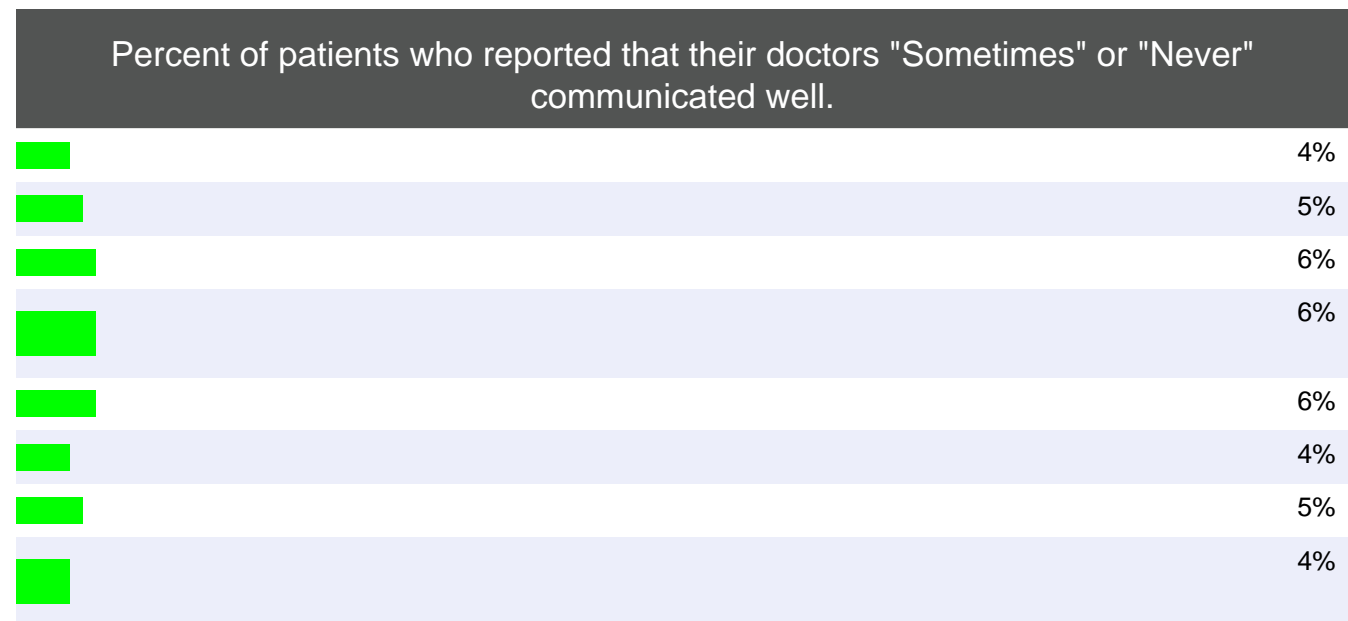
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



# MedStar Hospitals 10/18/2012

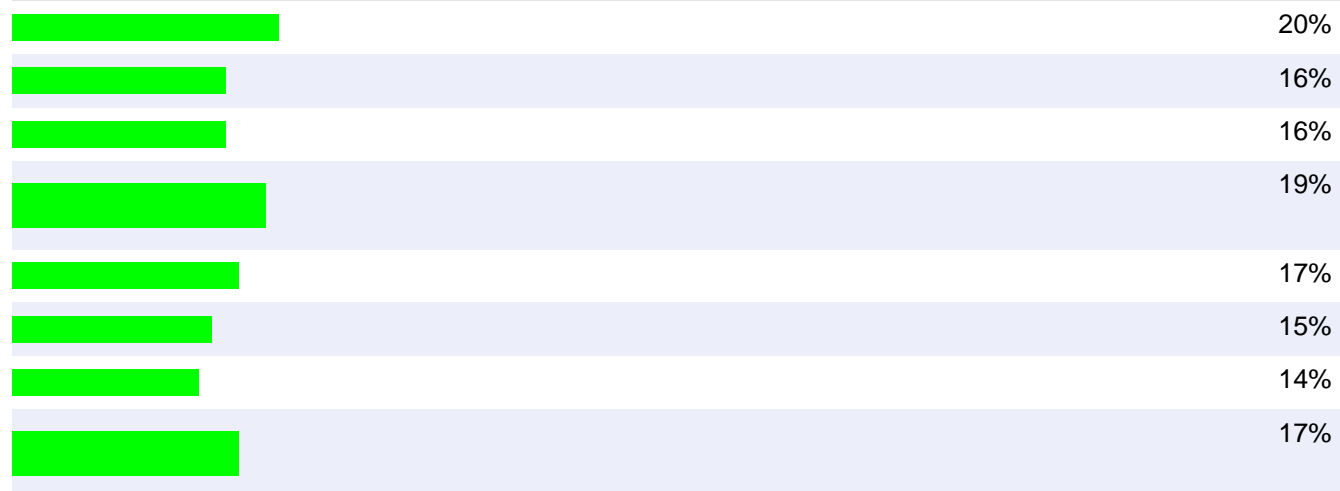
Based on Survey of Patients' Hospital Experiences (HCAHPS)



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.

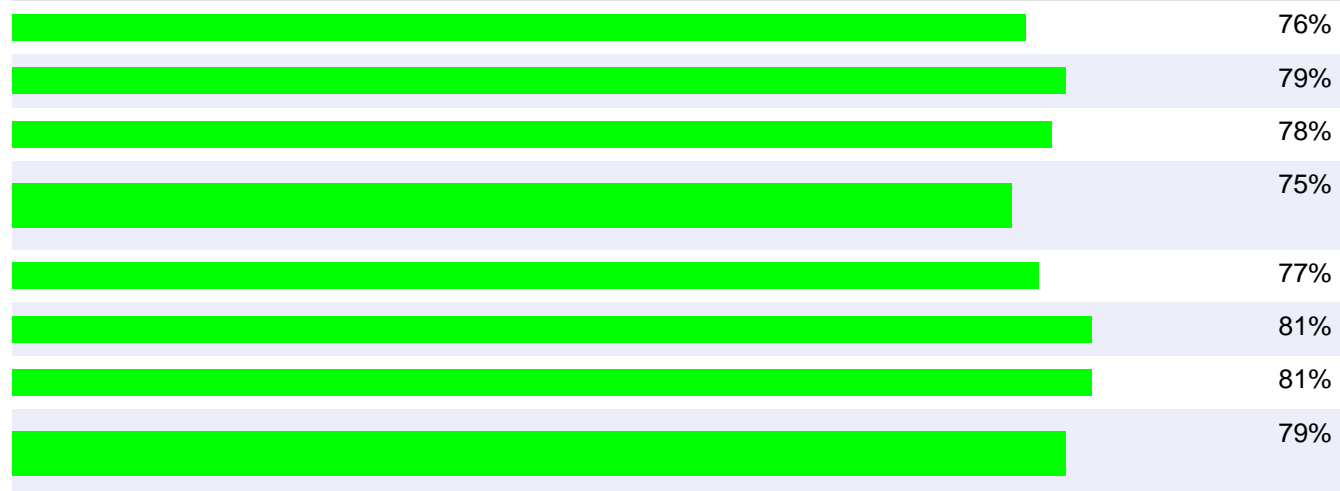




# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

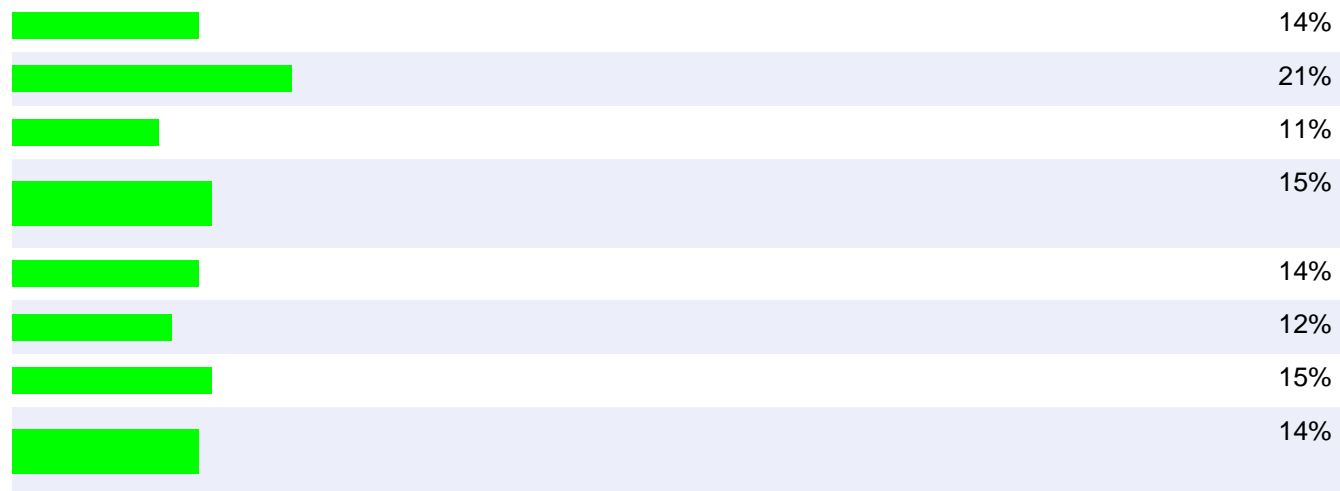
Percent of patients who reported that their doctors "Always" communicated well.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

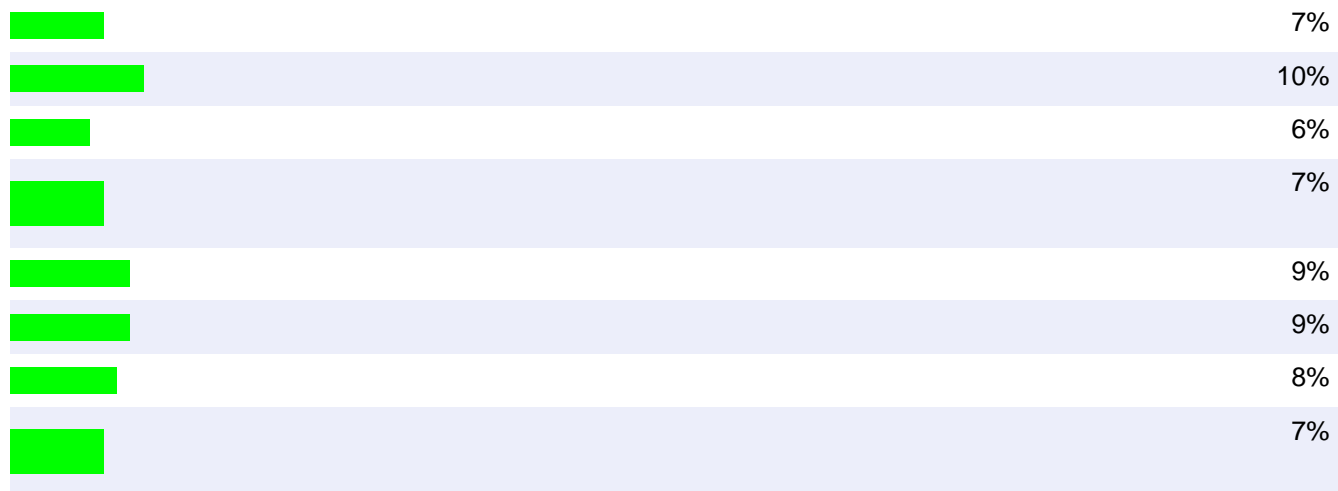
Percent of patients who reported that they "Always" received help as soon as they wanted.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

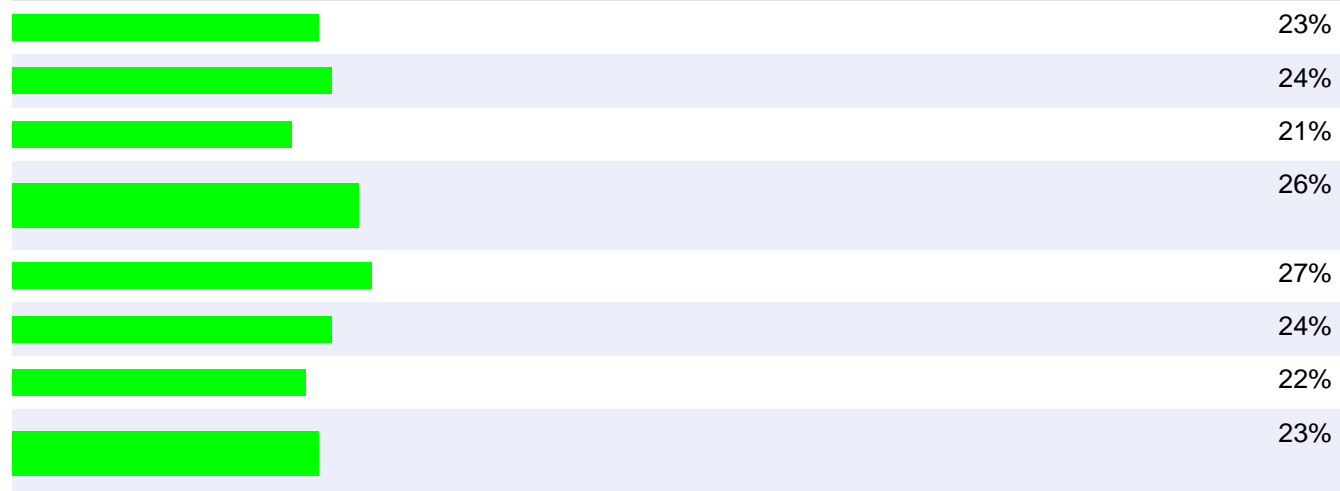
Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Usually" well controlled.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

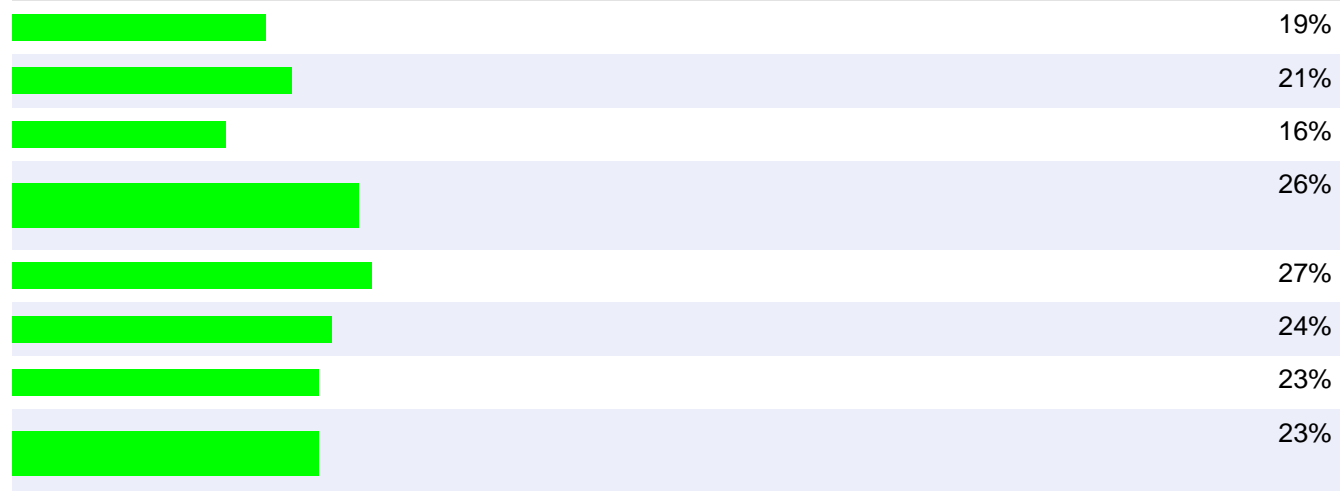
Percent of patients who reported that their pain was "Always" well controlled.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

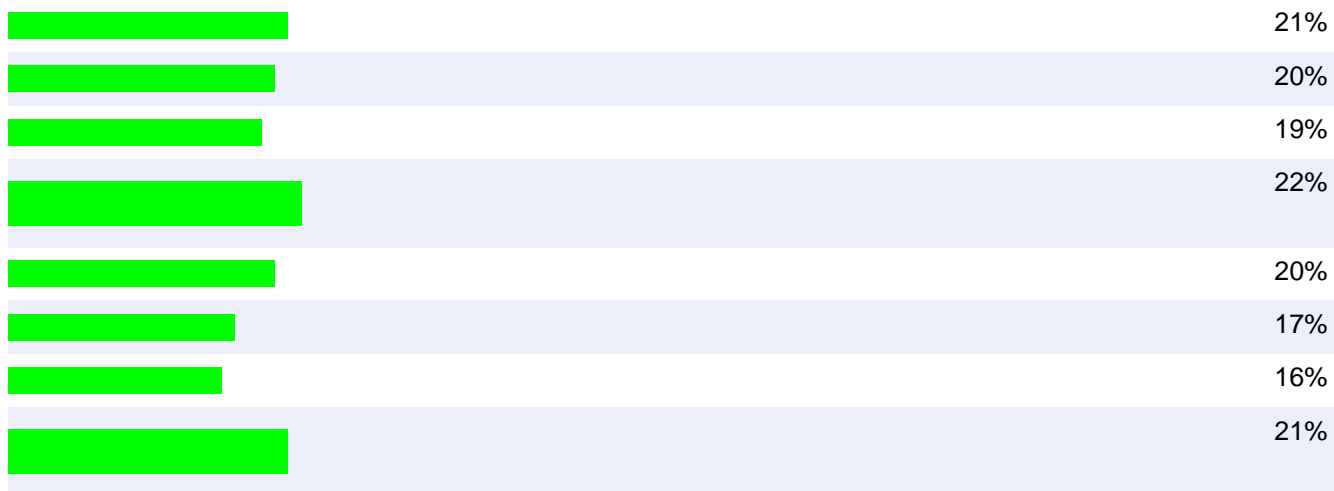




# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

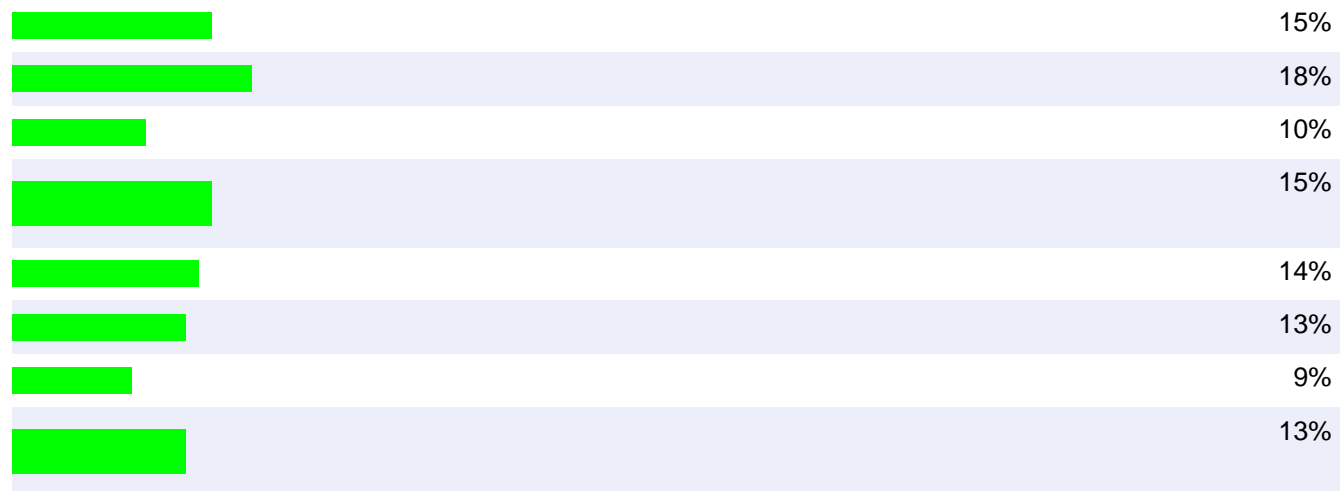
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

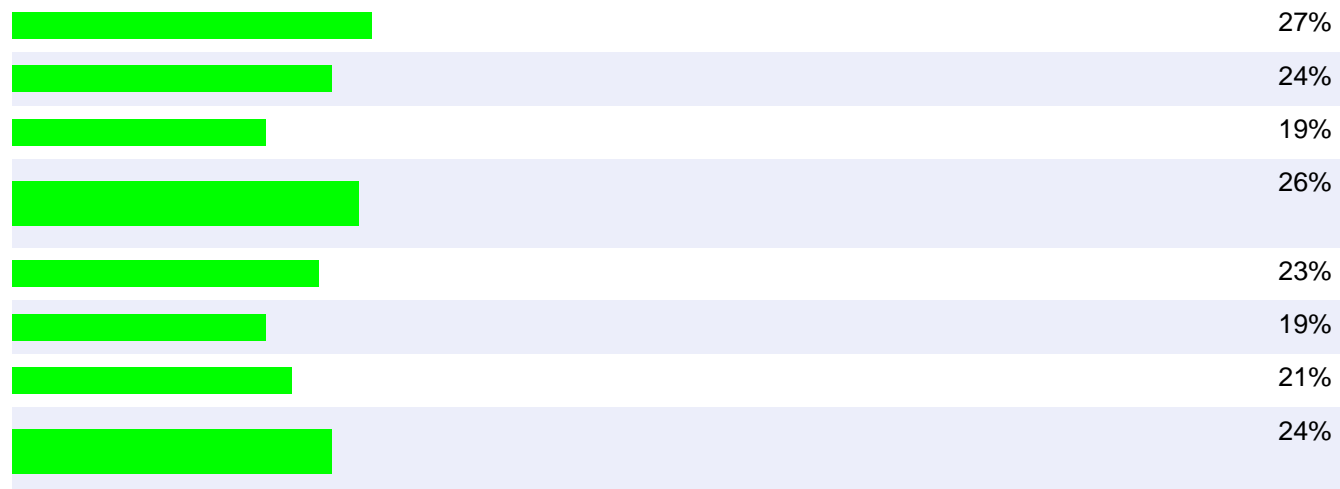
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

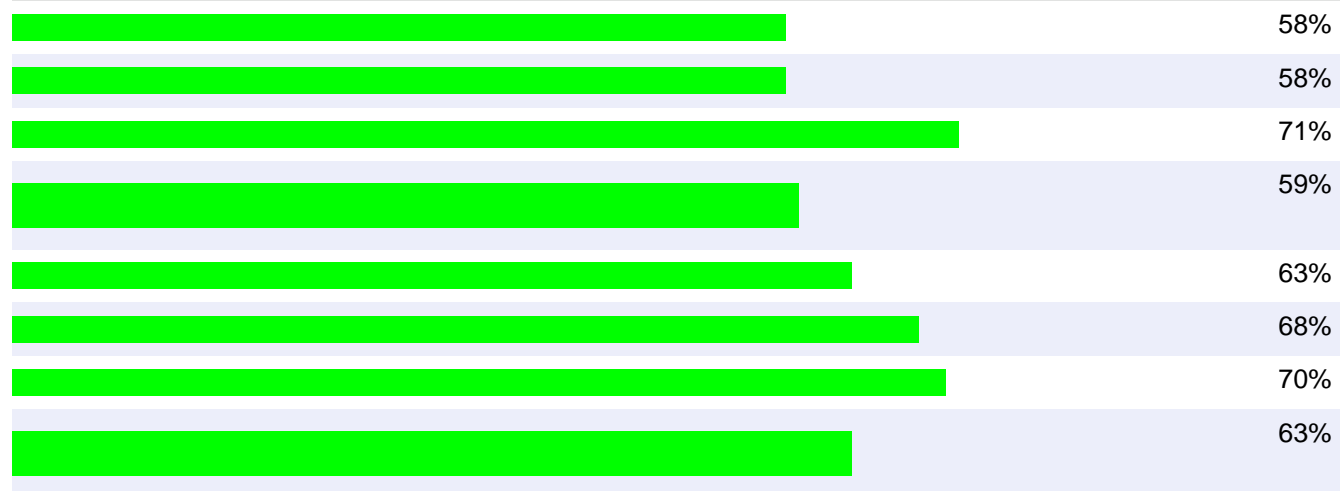
Percent of patients who reported that their room and bathroom were "Usually" clean.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

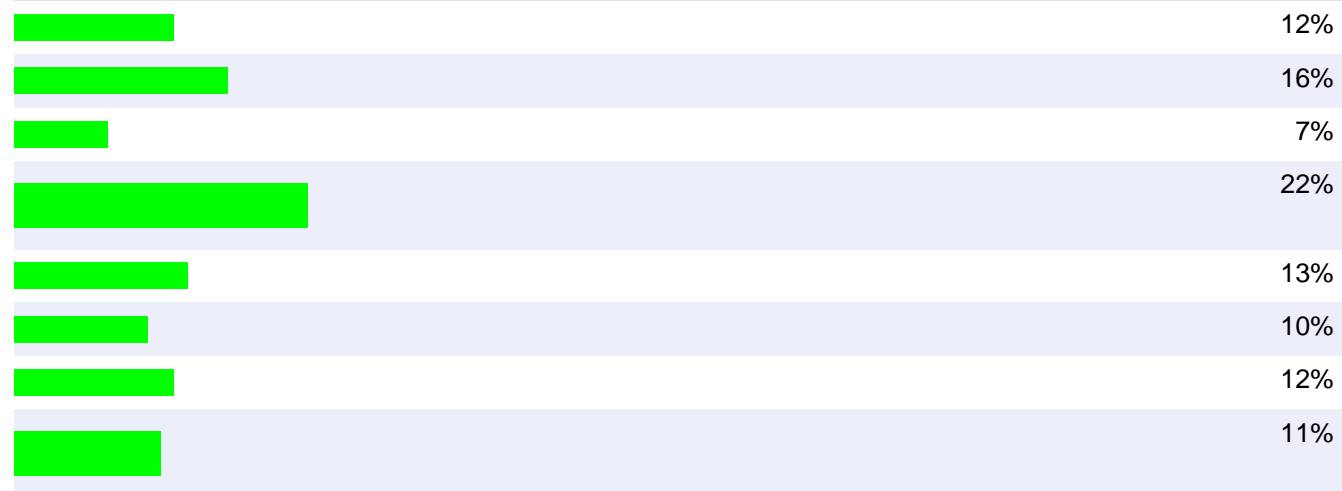
Percent of patients who reported that their room and bathroom were "Always" clean.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

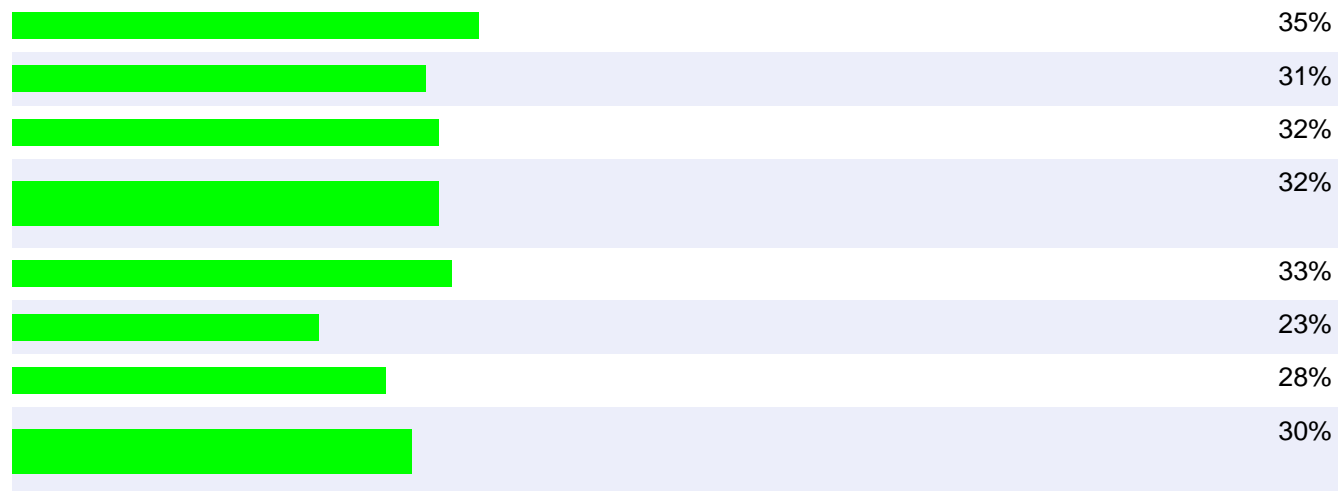
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.

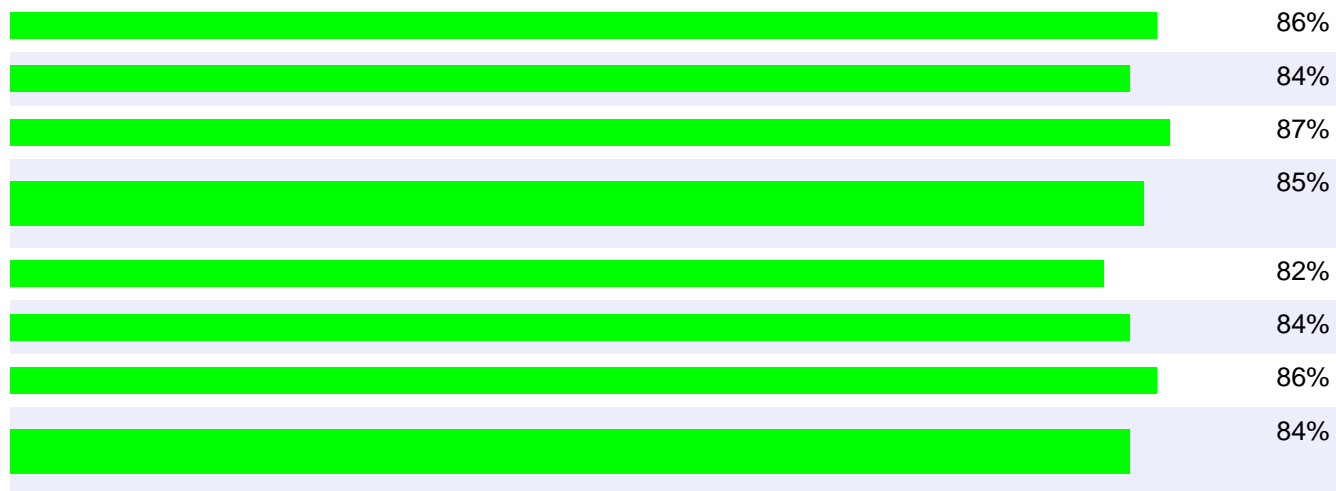




# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

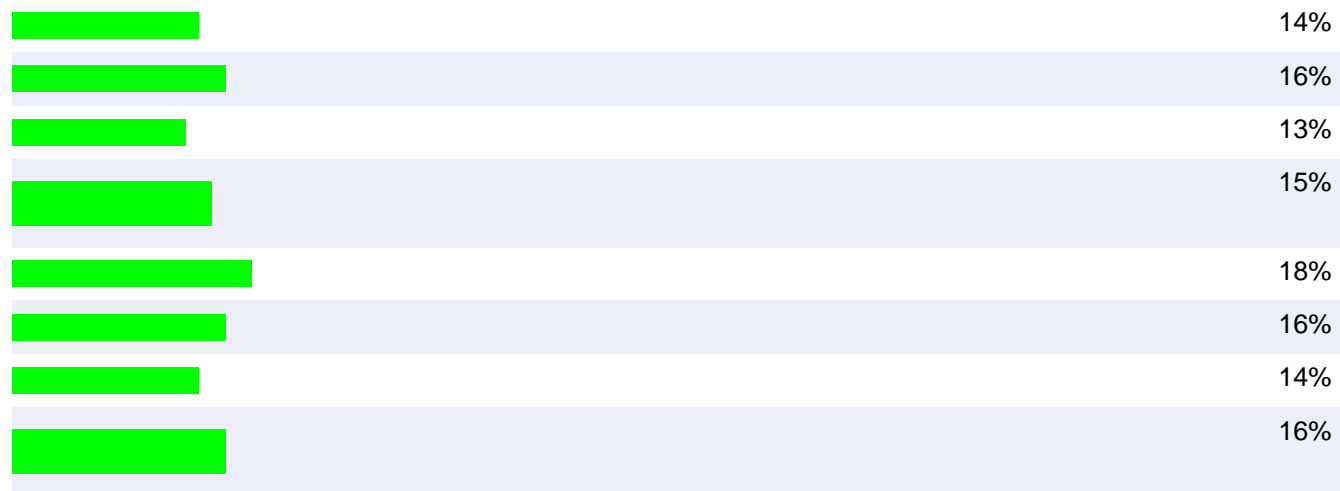
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

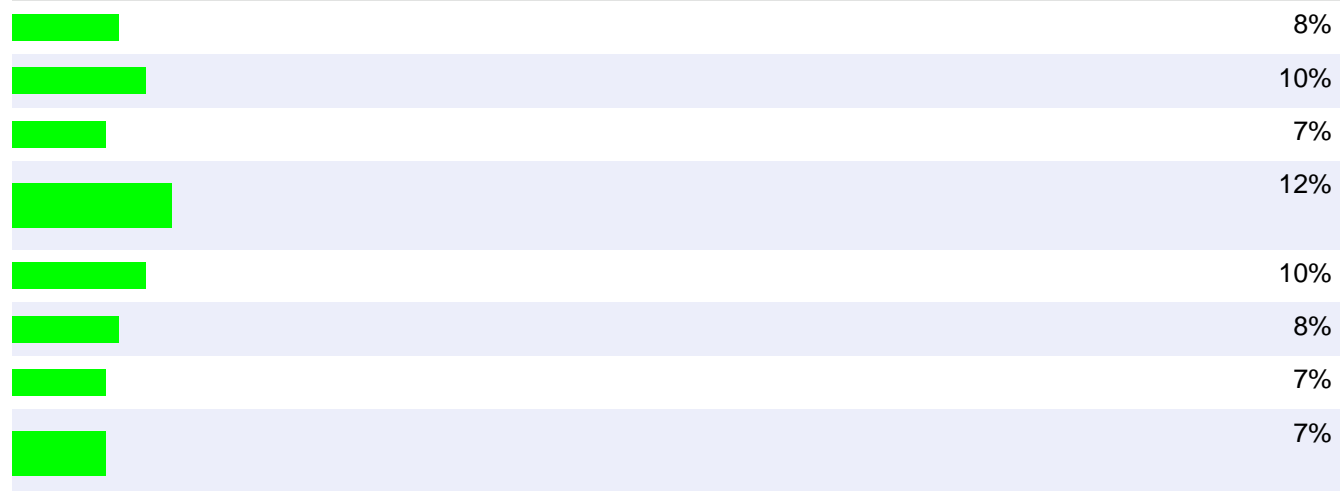
Percent of patients who reported that they were not given information about what to do during their recovery at home.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

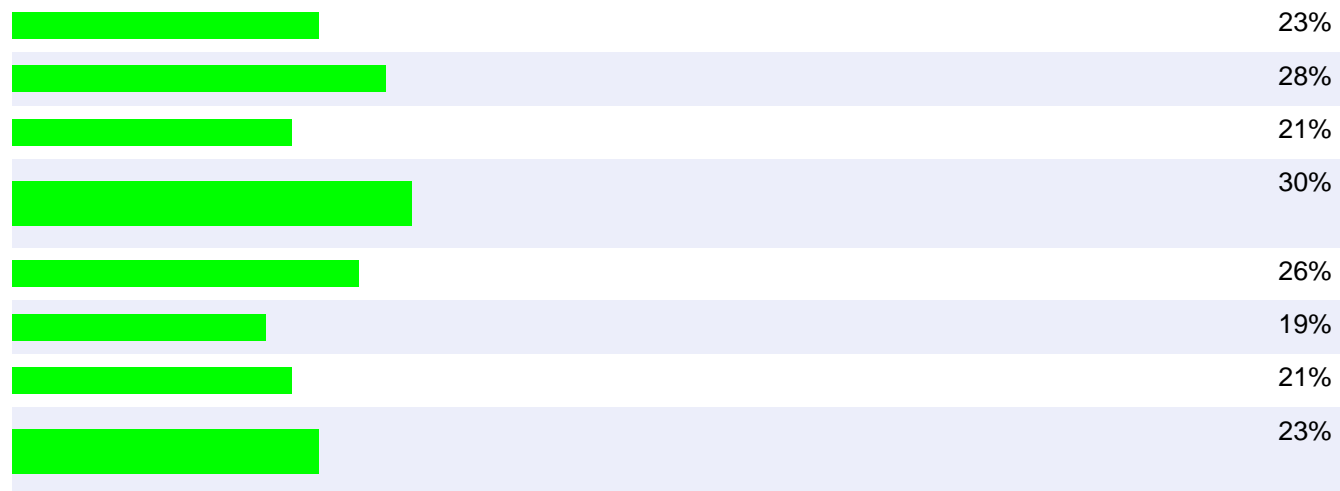
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

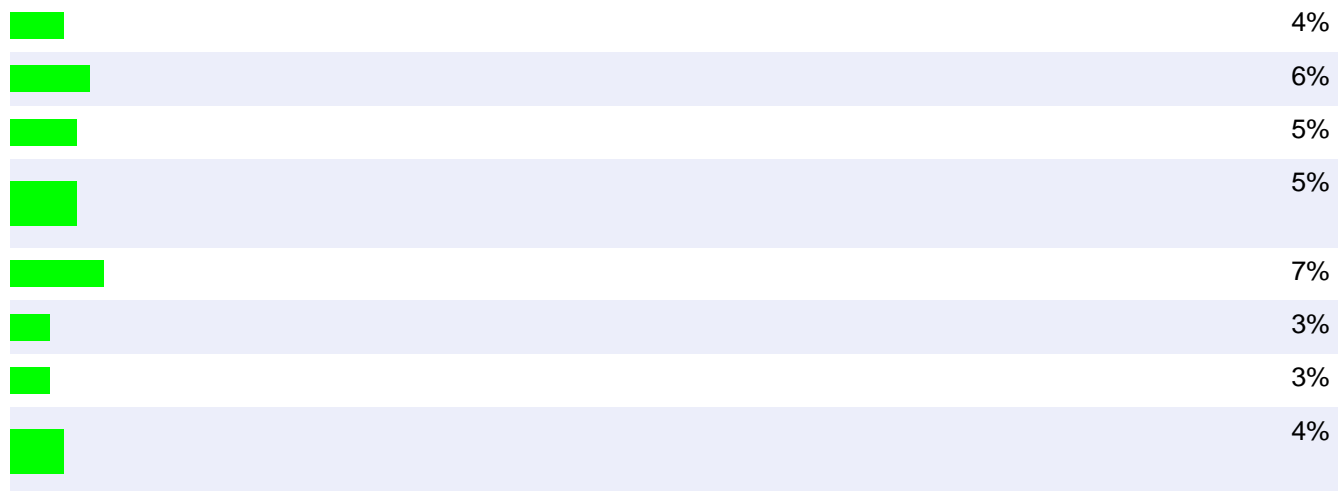
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

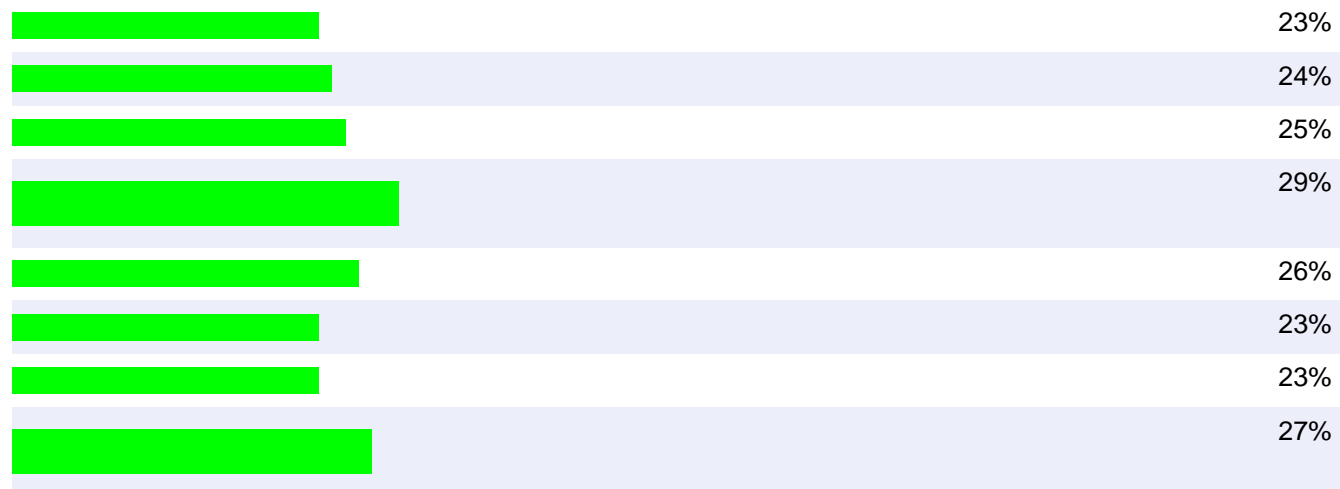
Percent of patients who reported NO,they would not recommend the hospital.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

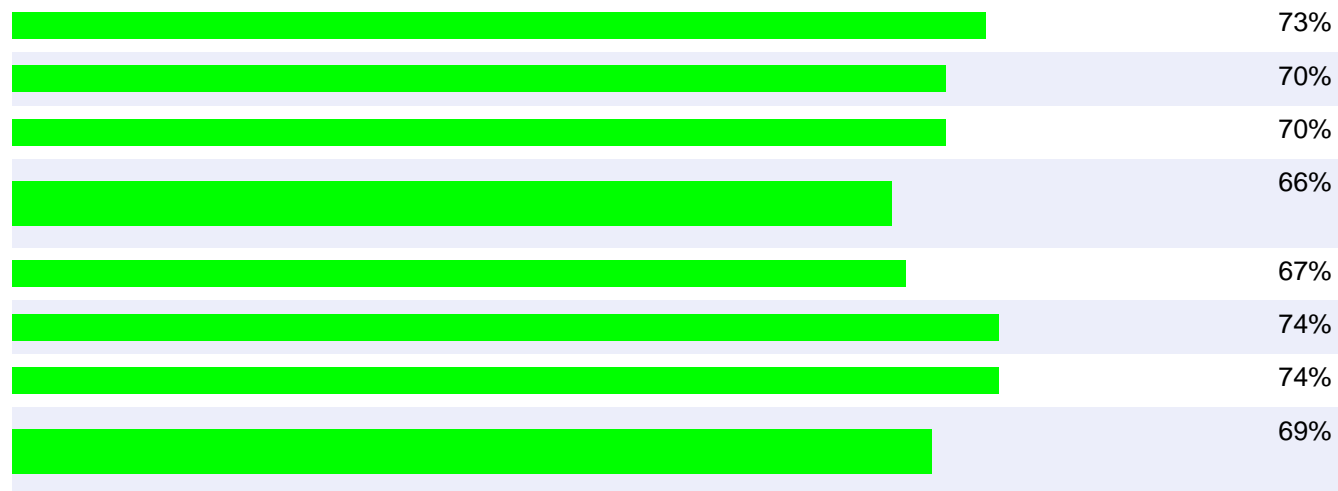
Percent of patients who reported YES,they would probably recommend the hospital.



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

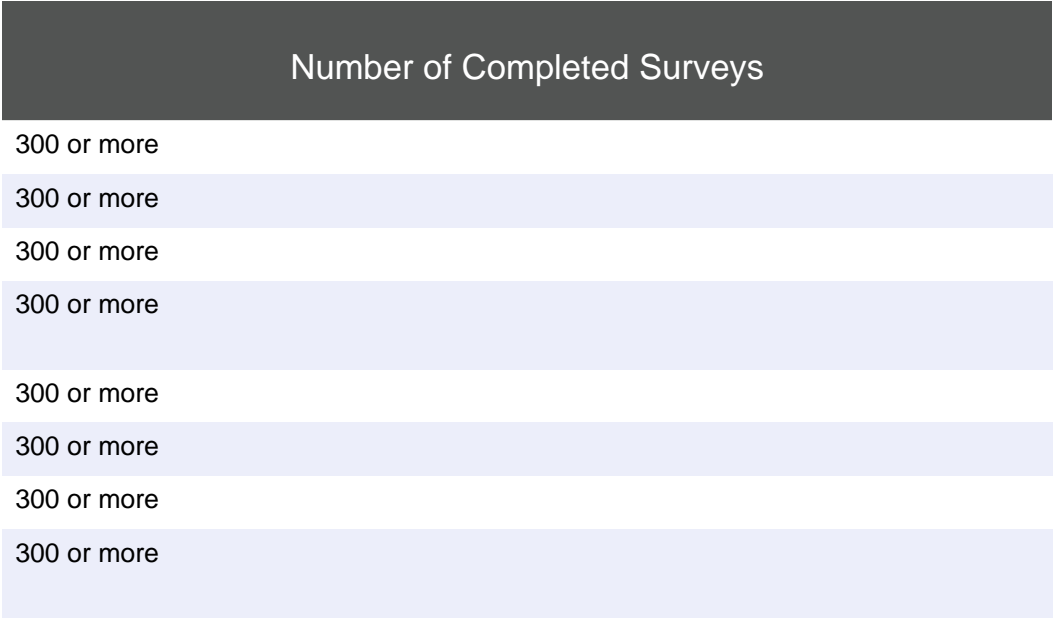
Percent of patients who reported YES, they would definitely recommend the hospital.












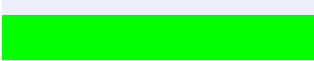
# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# MedStar Hospitals 10/18/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent	Hospital Footnote
 30%	
 30%	
 30%	
 28%	
 27%	
 33%	
 29%	
 29%	